

10th December 2003

National Rail Trends - July to September 2003 (Quarter 2)

Urgency for Progress on Performance'

Headline results:

Quarterly performance figures show that 81% of trains ran on time (July to September 2003) unchanged over the same period last year
Passenger kilometres increased by 3% in July to September 2003 compared with July to September 2002. Passenger journeys increased by 2% over the same period
Freight moved increased by 1% (July to September 2003) compared to the same quarter last year, reversing its recent downward trend.
Freight lifted increased by 7% over the same period
The number of complaints per 100,000 journeys decreased by 17% between July to September 2002 and July to September 2003. The results of the National Passenger Survey show a slight overall decrease in the number of passengers satisfied or very satisfied with their overall journey from 74% in the previous Autumn 2002 and Summer 2003 surveys to 73%
10 train operating companies showed an improvement in performance during this period, 13 operators show a decrease in performance whilst 3 operators remained virtually unchanged

SRA Chairman, Richard Bowker said:

'These are mixed results. The overall performance figure remains static and we need to be ruthless in pursuit of improvement and change on behalf of the railway's customers'.

Some of the key findings in the report are:

Public Performance Measure (PPM)

Comparing July to September 2003 with July to September 2002 all operators/national figures show performance unchanged at 81%. Compared to the same period last year, 10 train operating companies show an improvement notably: Scotrail (up 6 percentage points), Arriva Trains Northern (up 5 percentage points) and Anglia Locals (up 4 percentage points). 13 operators show a decrease in performance - notably Midland Mainline (down 17 percentage points) - while 3 operators remained virtually unchanged.

Long distance operators showed the lowest performance figures at a sector level, down from 72% in July to September 2002 to 67% in July to September 2003. London and South East Operators (All day) also showed a decrease in performance from last year: 79% in July to September 2003 compared to 82% in July to September 2002, and Regional Operators showed an increase from 80% during July to September 2002 to 84% during July to September 2003.

A table detailing performance of individual operators can be found attached to this release.

Rail usage

Passenger kilometres increased by 3% between July to September 2002 and July to September 2003. Passenger journeys increased by 2% over the same period.

National Passenger Survey

Nationally overall opinion of the journey surveyed has decreased from 74% of passengers satisfied in Autumn 2002 to 73% in Autumn 2003. Satisfaction with punctuality/reliability decreased by 5 percentage points compared with the Autumn survey last year.

For individual train operators, the proportion of passengers satisfied or very satisfied with their overall journey declined for 13 operators, increased for 6 operators and remained virtually unchanged for 6 operators compared with Autumn 2002.

Complaints

The number of complaints per 100,000 journeys decreased by 17% between July to September 2003.

Freight

Freight moved (measured in net tonne kilometres) increased by 1% between July to September 2002 and July to September 2003. Total freight lifted, which accounts for weight but not distance moved, increased by 7% over the same period.

Notes to Editors:

1. National Rail Trends covers the period July 2003 to September 2003. It provides trend data on a range of industry-wide indicators including key figures on rail and freight usage.
2. In a change to SRA statistical publications, this edition of National Rail Trends incorporates information previously published in the twice yearly On Track. The changes have been made to avoid duplication and to reduce potential confusion caused by having statistics published

in three different SRA documents (National Rail Trends, On Track & SRA Annual Report). On Track will no longer be published.

3. Earlier editions on National Rail Trends and On Track are available on the SRA website www.sra.gov.uk (under 'publications').
4. Quarterly figures are based on the following periods:

Quarter 1 - April to June

Quarter 2 - July to September

Quarter 3 - October to December

Quarter 4 - January to March

'Greater

Public Performance Measure by train operating company Percentage of trains arriving on time 2003-04 Q2

	2003 - 04 Q2	2002 - 03 Q2	Year to 30 Sept 2003	Year to 30 June 2003
Long Distance operators				
Anglia (InterCity)	76.6	79.1	76.6	77.2
First Great Western	65.8	73.7	69.5	71.5
Great North Eastern Railway	67.9	72.1	71.3	72.4
Midland Mainline	62.9	80.1	65.4	69.8
Virgin West Coast	65.3	68.0	73.0	73.6
Virgin Cross Country	68.3	68.1	62.6	62.5
Sector Level	66.9	72.0	68.8	70.2
London and SE operators All day				
c2c	85.7	84.3	86.3	85.9
Chiltern Railways	89.0	88.7	88.9	88.8
Connex South Eastern	79.6	84.5	78.7	80.0
First Great Eastern	85.2	89.8	87.5	88.7
Silverlink	78.3	84.7	82.9	84.5
South Central	81.0	82.2	76.9	77.1
South West Trains	75.8	76.1	72.7	72.7
Thames Trains	74.7	80.0	76.7	78.0
Thameslink	68.6	76.0	70.5	72.4
West Anglia Great Northern	82.5	83.0	80.3	80.5
Sector Level	79.4	81.9	78.5	79.2

London and SE

operators Peak

c2c	86.7	83.7	85.9	85.2
Chiltern Railways	88.1	88.8	86.1	86.3
Connex South Eastern	78.3	84.8	73.4	75.1
First Great Eastern	83.7	89.6	84.0	85.5
Silverlink	83.4	81.9	85.6	85.2
South Central	80.9	83.5	74.4	75.0
South West Trains	76.7	79.7	71.2	71.9
Thames Trains	70.5	76.5	70.1	71.6
Thameslink	68.3	74.9	66.0	67.7
West Anglia Great Northern	79.5	79.1	74.6	74.5
Sector Level	79.3	82.1	75.5	76.3

Regional operators

Anglia Locals	88.1	84.5	86.4	85.5
Arriva Trains Northern	85.4	80.2	82.6	81.3
Central Trains	72.9	71.3	70.6	70.2
First North Western	82.8	79.2	82.3	81.4
Gatwick Express	81.8	86.5	81.3	82.5
Island Line	96.7	95.6	97.3	97.1
Merseyrail	94.2	93.7	93.2	93.0
Scotrail	87.0	81.2	84.1	82.6
Wales and Borders Trains	81.1	80.3	80.7	80.5
Wessex Trains	82.9	81.4	81.9	81.5
Sector Level	83.8	80.3	82.0	81.1

National Level

	80.8	80.8	79.5	79.5
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